

Growing our Impact



Cover Artwork by Wurundjeri artist, Mya Wilson, an employee at QArt titled 'Joy'.

"The idea for this painting was conceived during the COVID-19 pandemic. I wanted to express the disharmony and the multiple challenges that people faced during this time. This is a contrast to the Dreamtime when all living creatures lived harmoniously and sustainably on the land and in the sea. I have used modern bright pastel colours to lighten the mood. The intention is to create a feeling of happiness, growth and hope."

Aboriginal and Torres Strait Islander readers are advised the following pages of this publication may contain images and names of people who have died.

ANNUAL REPORT 2021 - 2022

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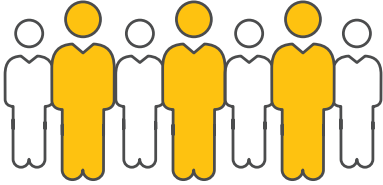
Acknowledgement of Country

In the spirit of reconciliation, we acknowledge the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We would also like to pay our respects to Elders past and present.



AT A GLANCE

Our purpose: **Help people make their possibilities a reality**



+ 21,000
PEOPLE WE SUPPORT



+ 4,200
EMPLOYEES



+ 130
VOLUNTEERS

<p>Thanks to our networks and strategic partnerships we're continually developing our capacity – guided by our purpose to make possibilities a reality.</p>	<p>+500 PEOPLE received accommodation services</p>	<p>+1,700 PEOPLE were supported through employment</p>	<p>We know that wellbeing relies upon some key boxes being ticked – everything from having a safe and stable home to being recognised as contributing to the world.</p>
<p>+1,000 PEOPLE took part in learning and life skills programs</p>	<p>+1,100 PEOPLE increased their independence with in-home support and community access</p>	<p>We're working at the heart of Queensland, New South Wales and Victorian communities, delivering tailored human services.</p>	<p>+1,200 PEOPLE took part in education and training programs</p>
<p>+210 PEOPLE took up apprenticeships and traineeships</p>	<p>We're all about providing holistic support – walking alongside people we support on their pathway to possibilities.</p>	<p>+11,100 JOBSEEKERS were supported towards mainstream employment</p>	<p>+1,800 PEOPLE benefited from support coordination and behaviour support services</p>



ABOUT US

We are a creative and agile team working across Queensland, New South Wales and Victoria communities to give people choices, opportunities and access to truly personalised human services.

We're working hard to grow our impact to support more people with disability to live their best lives and remove the educational and employment barriers that prevent people from exploring and realising their potential.

We believe in big dreams and life-changing goals. We believe in people, their ability to achieve ambitions, their right to social and economic participation, and their often-unrecognised contribution to our communities.

And we believe that we can only open doors to a better life by listening, evolving and staying focused on the people we exist to serve.

We are...



Alison

Alison Harper

Who at 55 years of age, discovered how to walk up a flight of stairs – to reach Castle Hill Learning and Lifestyle hub's classroom, where she began learning to count.

With the help of her employment coaches,

Alison began stair training – one step at a time – until she could walk up and down confidently, all by herself. Even discovering she no longer needed her walking frame!



Pia

Pia Albury

Who joined Community Solutions Rockhampton in November 2021 to develop vocational and employability skills.

Pia had faced some adversities in life and had been out of work for the last ten years. After just three appointments with the team at Community Solutions, Pia secured employment as a production manager with laundry service CLS.

Her employer said Pia slotted into the team 'amazingly' and asked for five more of her!



Jake

Jake Parker

Whose hard work at Mackay social enterprise, running regular deliveries and pickups for the site, earned him a reputation in the local community as a reliable, safe, and hardworking employee.

Jake has now secured seasonal employment as a driver during the sugarcane crush, returning to Endeavour Foundation for the rest of the year as he continues to chase his goals.



Gavin

Gavin Sampy

Who decided he didn't need Endeavour Foundation transport any more this year because he was ready to tackle Gold Coast public transport by himself.

With the support of the Labrador Learning and Lifestyle hub team, Gavin's well on his way to greater independence.



Skye

Skye Buckingham

Who was ambitious to attend a Broncos football game. But first, she had to save her money to travel to Brisbane.

With the help of her support team, Skye set herself a budget and saved a huge \$600 in six months just by reducing her daily spending on unhealthy snacks. In doing so, she achieved another goal - living a healthier lifestyle!

Skye didn't just make it to the game. She even managed to book into a hotel for the night and catch up with a much-loved family member.



Heidi

Heidi Sheriff

Who completed a 12-week program at Support Centre’s Charcuterie Cafe and Co.

Graduating from the course was one of Heidi’s NDIS goals and she wrote a story about her experiences:

I said to myself, ‘Heidi, it’s ok. Breathe. You have help. You can work in the cafe!’ I felt relaxed and happy. I like to learn about putting the milk in the fridge at the back and front. I liked putting the cans in the fridge and taking people’s orders. I was happy to see everyone. I learnt to stop and listen to my supervisor.



James

James Hewitson

Who was one of only 25 people accepted into the annual Today’s Skills, Tomorrow’s Leaders program at Government House in Canberra, after completing a Certificate III in Maritime Operations with Community Solutions.

Having experienced a career-ending injury while in the defence force, aged just 21, James was determined to find a new way to provide for his young family, and did so with the support of the Community Solutions team.



Jackie

Jackie Coppini

Who joined Community Solutions Disability Employment Service, hoping to find work, also found her path to self-confidence.

Having spent much of her life struggling with mental health and social anxiety, Jackie’s life changed when she met her Community Solutions Recruitment Partner, who gently mentored and encouraged Jackie to put herself out there, eventually finding meaningful work and even being nominated for an internal People’s Choice award.

“Having a job makes a world of difference. I have a job, I have a purpose, I have a future to look forward to,” Jackie said.



Kate

Kate Jones

Who was one of 12 candidates accepted into Community Solutions’ Pre-Apprenticeship Program. As a female apprentice carpenter, Kate is blazing a trail as a ‘two-percenter’ in a male-dominated industry. There are less than 90 female apprentice carpenters in Queensland’s construction workforce of 240,000, and the Sunshine Coast has the lowest percentage of women in construction training.

The Pre-Apprenticeship Program provided the perfect foundation for Kate to obtain a carpentry apprenticeship with a new host employer - Watermark Construction.

MESSAGE FROM OUR CHAIRMAN AND CEO

As stewards of a beloved 71-year-old organisation, we spent 2021-22 not only navigating some significant headwinds, but preparing Endeavour Foundation for a brave new world.

From the ongoing impacts of COVID-19 to the learnings from the Disability Royal Commission, the shake-up of Disability Employment Services, the introduction of Workforce Australia, the change of emphasis with a new federal government and big changes at the National Disability Insurance Agency, it's been a huge year for the Endeavour Foundation Group.

We've steered a steady course, determined to provide the best support we can in a changing world, but now it's time to look to the future – creatively, thoughtfully and responsively. To that end, we've dedicated significant time and energy to understanding what we need to do to take our legacy forward.

Happily, we're seeing signs of real societal change, with more conversations happening around inclusive employment. But it's still slow progress, with work participation of people with disability sitting at just 53 percent - at least 30 percent lower than the wider population.

While those conversations need to become the 'norm', and need to be backed by action, they must also include a recognition of the inherent contribution that people living with disability make to Australian

communities, workplaces and our economy – something that has, to a great degree, been denied.

That's why we lent our support to UNSW Sydney's research project challenging deficit-based paradigms and quantifying the community contributions of people living with disability, through our Disability Research Fund. It's also why we're determined to shout loudly and proudly about the exceptional contribution of our 4,000 plus workforce in our social enterprises; their hard work has made our organisation a significant contributor to sustainability initiatives. It's worth noting that, this year alone, our teams diverted 8,800 tonnes of waste from landfill. This included 335 tonnes of plastic and 1,461 tonnes of paper.

Moving forward, we'll be continuing our fight for inclusion generally, and employment specifically. It's a fundamental human right, and our organisational responsibility.

More broadly, with the Royal Commission having amplified the voices of lived experience, we'll be working hard to respond to its outcomes in creative and person-centred ways. Taking that seriously means continually improving what we do and looking at all we do through the lens of the people we support. That's because our commitment to making possibilities a reality is more than a tagline; it's our purpose.

Richard HAIRE
CHAIRMAN



David SWAIN
CEO



We need to have new and different conversations about what it will take to make possibilities a reality on a bigger scale - connecting the dots within our organisation, with stakeholders and with the wider environment and growing our potential. To that end, we're extremely proud of the organisation's receptiveness to change – the willingness to engage in conversations around doing things differently – and we know we need to do much more of this to grow our impact. Because we know that while change can be unsettling, it's the only way we can make progress.

With that in mind, this year has also been spent developing plans for a strategic reset. This is a chance to look at how we take our 71 years of experience and impact and shape the organisation to fit an emerging future.

While the NDIS is undoubtedly a great addition to the landscape, it is far from a silver bullet. We fear that the scheme will not do enough to deliver genuine life-changing impact and empowerment for participants, unless there is a stronger focus on acquiring new skills, getting a job, and reaching one's inherent potential. While we remain strong supporters of the NDIS, the scheme runs a risk of failing to deliver better employment outcomes for people living with disability.

When we drop our expectations of what people with disability can achieve, we sell them short, and we are all short-changed as a consequence. Moving forward, it's our responsibility to support, motivate and enable people to pursue their aspirations and realise their full potential. After all, that's what our founding families fought so hard for – a focus on ability and the opportunity for each person to fulfil potential.

In pledging to encourage people to aspire for more, and supporting them to not just dream big, but to take action on those dreams, we sometimes need to deliver practical solutions to intractable problems, like Australia's housing crisis. Research released in May 2022 revealed that, in the three years to 2021, overall social housing waiting list numbers rose by 16%, Australia-wide, to 164,000 households. While nationally, the annual number of 'new greatest need applications' grew by 48% during the same time¹. The need is even more severe for people living with disability who require accessible housing, designed to maximise independent living.

That's why we continue investing in safe, stable, appropriate, and affordable housing. But we can't do it alone. From corporate partners to individual donors, lottery ticket purchasers and event fundraisers, every person and every cent raised helps us to achieve our mission.

Why does fundraising remain so important, when disability services are funded by the NDIS? It's a valid question, with some crucial answers.

The money raised by our supporters funds those all-important new homes, that are fit for purpose and give people the opportunity to explore and bolster their independence, to experience psychological safety and security, and to live life on their own terms.

When needed, it can also allow us to circumvent a minimum six-month wait for a resident in one of our houses to receive an occupational therapy assessment under the NDIS. Instead, we've been able to directly purchase assistive devices, to ensure safety and quality of life right at the time it was needed.

And it allows us to fund yet more impactful research, challenge norms and stimulate change.

In all those regards, we have remained true to our founding purpose, which is a source of great pride. Thank you for being part of our vision throughout the year.

Now, it's time to leave a year of pandemic response and stabilising behind us - to sharpen our focus, to continue to listen, to learn and to build the Endeavour Foundation of the future. We hope you'll join us on the journey.



Richard Haire
Chairman



David Swain
CEO

¹Pawson, H. and Lilley, D. (2022) *Managing Access to Social Housing in Australia: Unpacking policy frameworks and service provision outcomes*; CFRD Working Paper; Sydney: UNSW City Futures Research Centre

#TeamPossible



Chloe Haidenhofer is employed as a part-time Administration Assistant with the finance team and attends the Alexandra Hills Learning and Lifestyle Hub.

She is gradually losing her hearing and has been learning Auslan (Australian sign language) and teaching her colleagues across the organisation!

As part of her 'It's time to learn Auslan!' classes, Chloe shared some common words and phrases with 157 employees via a video course created by the communications team.

Teaching 2-4 new words each week, she wrapped-up the program with a special lunch and learn online event. But her ambitions don't end there!

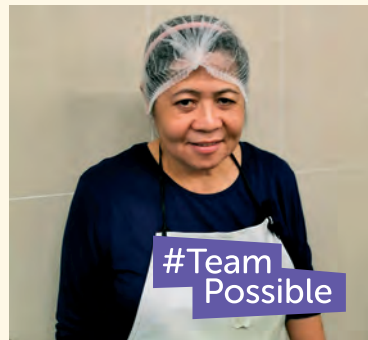
"Hopefully one day I'll move out of home and into a share home without mum and dad. Also, to be able to live independently and do things that I want to do with my life; like going on more outings with no COVID-19 around and getting my own dog."



This year, Maroochydore social enterprise employee, **Gavin Salmon**, secured a 10-week mainstream employment opportunity with ABC Radio Sunshine Coast.

As part of his role, Gavin hit the streets with the ABC's Kylie Bartholomew to find out how people had been coping during the pandemic and what their top tips were for looking after their mental health.

He also interviewed James, a legally blind photographer, as part of a piece exploring how Australians living with disability were finding joy, independence and connection, despite the challenges of the pandemic.



For **Ngoc Ahn Tran**, who speaks limited English, getting a job felt impossible. But, with support to find a multicultural workplace, where she could receive training in her native Vietnamese, the 'impossible' suddenly became 'possible'.

Now regaining her confidence, Ngoc feels comfortable, valued and has been given the chance to thrive.

"I am so happy I got a job and I started making friends too!"



With the help of the Community Solutions team, **Byron Coleman** was matched with an employer that suited his goals.

Byron is learning new skills in the kitchen and hopes to one day be a qualified chef.

The team at Prickly Pinata want to help him reach this goal by supporting him with an apprenticeship in the near future.

DISABILITY RESEARCH FUND

The 2021 Disability Research Fund grant recipients had a vision close to our hearts – increasing recognition of the many ways in which people with disability contribute to society. Led by Dr Samuel Arnold, a team from UNSW Sydney received \$79,981.35 towards a project entitled, 'Measuring outcomes that matter: Conceptualising contribution'.



The core premise of this project is that people with intellectual disability make important contributions to our society that are often unrecognised. Dr Arnold says "Contribution is good for all of us, and too

often people with intellectual disability aren't given the right support to maximise their contribution. We all need support to contribute, we are all in this together. Supporting each other makes life better."

Through his work, Dr Arnold hopes to amplify the unique perspective of people with intellectual disability and provide a platform for their voices to be heard, and the many benefits they bring to our community and society to be highlighted. This project aims to conceptualise and develop contribution outcome measures.

"The love people with intellectual disability bring to relationships with family and friends, as well as their unique perspectives, shared effort and purpose in community activities, needs to be better understood and acknowledged. Our work is designed to challenge deficit-based paradigms and be pivotal in NDIS assessments and funding debates.

"Articulating the contribution of people with disability is a pressing issue for the sector, where they compete with other groups for finite resources, and prejudice regarding their value remains entrenched. There is little to no research to inform policy or service delivery with respect to measuring the contribution of people with disability, how to invest resources to maximise this contribution, and appraising the impact of the investment.

"Through the outcomes of this work, we envisage being better equipped to direct resources that will enhance the ability of people with disability to lead

fulfilling lives and have their contribution valued – which lies at the core of inclusion.

We were honoured to have Endeavour Foundation CEO David Swain alongside Disability Discrimination Commissioner Dr Ben Gauntlett officially launch the Contribution Photovoice Gallery in June 2022, the output of the first phase of the study," Dr Arnold said.



Reaching for the stars

Ben McLoughlin, from Castle Hill Learning and Lifestyle hub, was proud to have his photography featured in the project's 'Contributions' gallery exhibition.

Ben's interest in photography and his knowledge of the natural world sparked his interest and love of the milky way.

"I took photos of the Milky Way. I didn't know what it was, so my friend Jen showed me, and I liked it." Ben said.

"I like when people comment on my photos, and I get to see the joy it brings."

Ben is not only bringing enrichment to others through his photography, but he is also creating a pathway to make a living from his photos.

Find out more at www.endeavour.com.au/about-us/advocacy/disability-research

CONNECTING



Supporting people with disability to live their best lives means consistently listening and deepening our understanding of diverse needs and wants, and then collaborating to create responsive services and access individualised solutions. This year, we're surrounded by incredible evidence of what can be achieved when we encourage and support people with disability to take the wheel in their own lives.

Geebung social enterprise is one of many examples where the team harnessed new opportunities, utilised existing capabilities and offered scope for employees to increase their skills and confidence at work. They did this by exploring new ways of working based on the team's interests, strengths and goals.

The site manager has a 'door always open' policy, as well as established fortnightly meetings with the whole team, with the agenda set by employees. From safety and production to the social club, everyone now has a stake in all aspects of how the site operates.

Employees are empowered to shape their development, have been given responsibility for different jobs and directly working with our

commercial partners. With a six-monthly survey now also in place, there are many opportunities for employees to provide feedback, and identify what works and what still needs work.

The changes are now firmly embedded, and this refreshed and enthusiastic team has an undeniable sense of belonging. Morale and job satisfaction are at an all-time high, and the team is enjoying the knock-on effects on productivity, efficiency, employee retention and ability to attract new talent. The turnaround has been nothing short of miraculous:

- Site performance has rocketed from 72% to 134%
- The site now has a distinct and cohesive personality... #TeamGeebung

With everyone feeling engaged, appreciated and collaborating effectively, teams tell us that 'working hard' now feels like 'hardly working'!

For employees, that means a more fulfilling work experience, with a renewed focus on their goals. But it also helps to protect the site's future, ensuring that the services offered remain sustainable, and the opportunities meaningful. It's a win all round!

Taking the Endeavour Foundation experience right through evenings and weekends has opened a whole new world to the people we support.

Get Social

At **Gladstone Learning and Lifestyle hub**, a total of six activity groups have now been formed. There are two groups for men, meeting once a month on a Friday, two groups for women on a Friday, and a further two groups for women on a Saturday.

Activities include eating out with friends, beach BBQs, cent sales and more! The groups are community-based, increasing individual connection as well as awareness of the importance and contribution of people with an intellectual disability within their local community.

What's your thing?

People enjoy finding their niche, exploring a wide range of interests. Groups include Dungeons and Dragons game-playing, drama, woodwork, virtual reality, videography and 3D printing – everything from making your superhero mask to recording and editing your movie.



Artists and creators

Tapping into individual interests, the team created an **Acoustic Beats group**, which became so successful that it runs four days a week. Similarly, the monthly Paint and Picasso class was fully-booked the minute expressions of interest were invited!

Skilled Volunteers

Three people leapt at volunteering with roles at Clever Kids Day Care. Learning to read to the children, supporting them with games and activities and helping keep the rooms clean and tidy has been an incredible experience for all involved. Bundaberg Brewed Drinks also came on board, offering some fantastic volunteering opportunities and became so engaged that they are now regular donors to the local hub.

With these new approaches, people we support are not only achieving their individual goals, but they're also directing what they want from us.



Webby at the Broncos

Anthony Webb (better known as Webby to his colleagues) has worked at the **Cairns social enterprise** since leaving school six years ago. He has always wanted to go on a holiday but has never had the opportunity.

When the Brisbane Broncos partnered with Endeavour Foundation at a home game earlier in the year, Anthony finally took matters into his own hands. He immediately volunteered to assist at the game and worked with his family and Endeavour Foundation staff to make it happen.

Anthony spent three exciting days in Brisbane without his parents, assisted at the game and achieved a goal many did not believe was possible. As a result, his self-confidence has grown exponentially, and his eyes opened to many other possibilities. Next up, he plans to get his forklift licence.



With employees from **Southport social enterprise** ready to get their teeth into some new challenges, the team built a relationship with G Developments on the northern Gold Coast to create interesting new opportunities.

Each day, up to seven people joined the team at the Yatala business to help build pre-fabricated steel frames for mobile homes.

The opportunity to try something new proved inspirational and got the team thinking creatively about what they'd like to achieve.

When the placement was completed, the team returned to Southport with brand new skills and a lot more confidence – ready to tackle new opportunities within their site, including gaining forklift licences.

While connection requires us to listen, it also means we have to reach out and share our stories. To maximise our impact, we have to make sure the communities in which we work know that we exist and the difference we can make, understand how and where we deliver support, and find it easy to access our services. To that end, our marketing team have:

- Delivered a strong media performance this year achieving 2153 media items across our 26 million strong audience, with advertising equivalent value of over \$5,000,000, increasing the visibility of people we support.
- Generated large numbers of visits to the website and enquiries, increasing awareness of and access to our individualised services.

- Supported consolidating two education and training brands - SkillsPlus and TORGAS. Both joined the broader Community Solutions brand to make their offering clear and accessible to people seeking support.



Until this year, **Donna MacGroarty**, was one of the estimated 3,440 people with disability living in residential aged care in Australia.

Since having a fall in 2017, she'd struggled to find somewhere appropriate to live.

That was, until Michelle Wood, Community Solutions Support Coordinator, stepped in. Michelle dedicated herself to finding Specialist Disability Accommodation (SDA) for Donna, and finally found her a wonderful new home, sharing with just one other person – a woman close to her age.

Michelle's determination to find the perfect fit delivered a life-changing result for Donna and left her smiling in a way her sister hadn't seen 'in a very long time'.

In Michelle's own words, "everyone deserves the choice and control to live where they would like to live and who they would like to live with. To see Donna's smile is the best part of my job!"

MOTHER'S DAY



A bunch of good news

Bundaberg's annual chrysanthemum harvest truly blossomed in 2022 with the inaugural Mother's Day flower auction.

Local avocado farmers John and Kym Walsh placed the winning bid – a staggering \$1,600 for the first bouquet of the season.

The family told local media of their delight at being able to support Endeavour Foundation and, in turn, their 22-year-old daughter Erin – a member of the Bundaberg social enterprise team.

"The flowers signify a lot, they signify the hard work of Endeavour Foundation and they recognise the important role that mothers play in society," they said.

"The flowers cost \$1,600 but at the end of the day it is about the joy we have contributing to a place like Endeavour Foundation."

Each year, the chrysanthemum harvest is a 'six-month labour of love' for the Bundaberg team, culminating in a final two-week flurry of activity. This year, despite the weather being stacked against them, the event was an enormous success, raising a whopping \$85,700.

The farming team of ten starts the lengthy process during the first week of December by planting seedlings and then, in the following months, spend countless hours pruning, weeding, putting in support posts and running wires and strings.

When the time comes to harvest, volunteers and staff make a huge time commitment to pick, bunch and sell the beautiful blooms.

All proceeds go towards essential programs which support people with disability to find meaningful employment, learn new skills, access their community, and live more independently in a home that meets their needs.

Family dig even deeper



The Walsh family's generosity didn't end when they bought the first chrysanthemum bouquet, as they dug even deeper to gift a further \$50,000 towards a new tractor for the farm.

Thanks to their support, the Bundaberg social enterprise team are excited to build on the successes of this year's bumper harvest and keep this exceptional tradition alive.

SAFEGUARDING OUR PEOPLE

The need to review, refine and enhance our policies and procedures is a constant – it's how we ensure safety remains a priority within an evolving organisation and world, to protect people we support and staff, and deliver the best possible experience. While compliance with regulatory and legislative expectations is essential, being the best possible service provider and employer means aiming even higher – surpassing industry benchmarks.

In 2021-22 we took the first steps towards a new strategy focused on developing, engaging and supporting our valued workforce, which we know is essential in creating the best experience for clients, whether in disability support or training and employment services.

Running in parallel was our campaign to target staff turnover and increase engagement. Because we know that a motivated, fulfilled and connected workforce is essential to delivering quality services and ensuring the people we support enjoy the experience and outcomes they need and deserve. We've identified specific areas of concern, implemented change programs, and taken steps to underpin our organisational culture.

Considering sector workforce shortages, most evident in support work and allied health, employing and retaining staff has been challenging. To that end, we're continuing to invest in both attracting the best people and ensuring that we give them every reason to stay, like Support Worker Kristy Elvery.



New beginnings

Kristy Elvery spent more than a decade in pathology, until feelings of isolation and overwhelm forced her to take a long, hard look at her life and career goals.

In 2021 the die was cast – she finally quit her job taking blood samples to join Endeavour Foundation as a support worker in Noosa.

"For the first time in a very long time I am excited to come to work," Kristy said.

"From the moment I walk through the door, I am greeted by smiles, hellos and elbow bumps from the people we support. Whether they're in the middle of a conversation or a task, no matter what, I am greeted with open hearts, as ready and excited as I am to experience the day ahead."

Reflecting on her years in pathology, Kristy recalls the impatience of people during busy periods, and the loneliness of quiet times, sitting alone in a tiny room with zero human interaction.

"I just began to hate the thought of going to work," she said.

"I would come home and be miserable and my personality is usually very upbeat. My husband asked what my passion was, and I said I would love to work in the disability sector, and he said, 'Well why don't you then?'"

A career change at 40 with two children was challenging, but Kristy successfully applied for a job as a support worker at Noosaville Learning and Lifestyle hub.

"I was as nervous as hell because when you do something for so long it's confronting to make the change," she said.

"But I made the right decision. I had 11 years of experiencing mostly resistance from people, and now I experience resilience. Eleven years of apologising to people for the long wait, and now I stand every day in a room full of the most patient people."



COVID-19

The everyday impact of COVID-19 – from illness to isolation requirements - didn't make staffing challenges any easier this year. However, it did spur us to develop a Workforce Contingency Planning Tool, which will equip the organisation to respond quickly and effectively to future crisis events.

In February 2022, with national Rapid Antigen Test (RAT) shortages, we decided to deliver two free tests to all employees. And in July, with an increase in the Omicron BA.5/5 variants, employees received a further five RATs.

We also made RATs freely available to people from their workplace where it was a requirement for them to be tested before commencing work. In total, between 1 January and 30 June 2022, Endeavour Foundation distributed a total of 90,000 RAT tests.

We continued to maintain a dedicated COVID-19 Hotline, which all employees can call for advice, and report a positive COVID-19 result. The service helped to support our robust isolation and infection response, responding to 4514 calls.

We introduced flexible working arrangements to support ad-hoc and isolated COVID-19 outbreaks and work from home directives, to avoid workplace disruption as much as possible. We also offered all

employees free flu vaccinations, between March and June, to mitigate the impact of seasonal illness.

Andrew Negrelli, employee at Kew social enterprise and a gifted tennis player, shared his experience of lockdown and getting vaccinated so he could return to work, socialise and continue playing the sports he loves.

"I was excited for when the vaccines were made available," Andrew said.

"If I didn't have the vaccine I couldn't go to work, I couldn't play sport, I couldn't do anything."

"Being vaccinated, I was able to go back to work."

Andrew said that because he works with people with disability, work was also important to him in terms of social connection. "I (thought) just go get it (vaccination) done, because there will be a lot more freedoms for you. If you need to, talk to someone about it."

It was another challenging year across the organisation, as we sought to protect both clients and employees from the risk of serious illness. During this time, the Work Health and Safety team delivered extensive guidance and support, tackling everything from border re-openings to triaging COVID-19 cases, coordinating personal protective equipment (PPE) and recommending site closures.

#TeamPossible Care Crew



In February 2022, Queensland and New South Wales saw one of the worst recorded flood disasters with some colleagues severely impacted. We launched the **#TeamPossible Care Crew** to offer support for our impacted colleagues. Our teammates needed help to clean up, as well as donations of food, household items and financial aid.

The #TeamPossible Care Crew jumped into action, with employees offering support and distributing donations directly to ten colleagues who were most in need of support. Colleagues donated close to \$1,500 in financial aid, which was shared between the three most severely impacted employees.

Staff get Windsor Learning and Lifestyle back on its feet

The team at **Windsor Learning and Lifestyle hub** were unexpectedly forced to relocate to the former Geebung Learning and Lifestyle hub to deliver their services, thanks to the effects of the floods. With a huge amount of hard work, this amazing team was able to complete the relocation setup in just three days!

When the initial shock at the devastation inflicted on the service's buildings and vehicles had worn off, the Windsor team rolled up their sleeves, donned gloves, masks and gumboots (in 34-degree heat), and got the job done. Salvaging what they could from the main building, they got down to business, cleaning and setting up in Geebung. Their hard work and determination was amply rewarded when, just three days later, they reopened the service to see some very happy, smiling faces.

Heroic efforts as teams isolated by floods

During the floods, a number of support workers and people we support found themselves flooded in at one of our Gympie home sites for five days.

The team immediately sprang into action; they kept their emergency kits on standby, preserved water, and utilised the BBQ to cook food. The next day, the power went out and with that... the TV, the internet and the lights.

Nevertheless, they persevered. Our incredible employees were still able to prepare decent meals under the circumstances and together found ways to keep entertained and positive. While our Queensland services have seen more than their fair share of natural disasters in recent years, we never fail to be impressed by the resilience of employees and clients when facing tough times together.



Preparing for disaster

Burleigh Heads social enterprise partnered with Queenslanders with Disability Network (QDN) for a two-day Person Centred Emergency Preparedness (P-CEP) workshop, to provide the team with tips on how to prepare for a natural disaster.

Employees learnt where to get emergency alerts, who to contact in an emergency, how to make a plan, and essential items to keep on hand or nearby.

Employee Matt really benefited from the workshop. "You never know when there may be a natural disaster. It was good to learn about making a plan and refreshes your understanding of what to do and the things you might need."

Employment Coach, Jon who ran the workshop had nothing but praise for the team at Burleigh social enterprise. "The whole team were totally engaged in their presentation throughout the two days, finding the workshop interesting, fun and engaging — all feeling we are now more prepared for any local disasters, should they occur."

ADVANCING

Positioning our organisation to meet the emerging needs of the people we support means encouraging and making space for our team to develop individually and collectively.

From how we learn to care for each other, to how we learn to lead, Endeavour Foundation is committed to building our capacity and resilience as an organisation.

This year we continued to deliver the Leading @ Endeavour suite of programs, for frontline, middle and senior leaders. The programs have been very well received by employees, and are now being supplemented by individual coaching, to ensure we have the in-house leadership to take us forward into the future.

We also looked closely at the talent within our organisation, and helped our employees pursue their career goals and build a long-term future with Endeavour Foundation.

In the last year, 110 Service Delivery employees progressed their careers by gaining a Certificate III in Individual Support, over 50% of whom were Support Workers. This allowed graduates to facilitate the empowerment of people with disability, and support community participation and social inclusion.

From Support Worker to Operations Manager



Rowena Hanlon began her Endeavour Foundation career many years ago as a Support Worker continuing to progress over time to become an Operations Manager.

Rowena had been open to working across different services and roles whilst being based in a regional area.

"I enjoy the diversity and the challenges of contributing to the different services and regardless of which service you work for, everybody is here for the same cause."

Rowena participated in the Endeavour Foundation Middle Leaders program with the Institute of Managers and Leaders.

Her prior knowledge, developed over years of leadership, was further enhanced with a focus on the fundamentals of people leadership in a service management role, honing her skills in providing feedback and mentoring others.

We're also delighted this year to have continued to 'walk the talk' with more employment opportunities for people living with disability to move into mainstream roles.



Fallon Lankester is employed as an Administration Assistant in the fundraising team.

"I do things like data entry, emails and organising team lunches. I also do Thrive@ Work with Aaron, my support worker. I've been with Endeavour Foundation since February this year.

"I think it's a nice organisation. They always have your best interests at heart, and they never let you down. And I wanted to work in a place like that."

With her career goals firmly in her sights, Fallon is keen to progress through the organisation.

"The most important thing to me was finding employment for the long-term and achieving my goals. For me, it's brought meaning to my life and I have lots of new friends because of working here. Everyone should do it!"



Recruited as a Community Solutions trainee in June 2021, **Caitlin McMillan** was committed to completing her Certificate III in Business Administration. Just one year later, she was proud to start full-time employment as a Banking Services Officer in the banking team.

Her delighted manager, Kirrily Brooke, described employing Caitlin as 'the best decision we could have made'.

Looking forward to her future at the organisation and the opportunities that will come with it, Caitlin expressed her appreciation for the support of the team.

"I feel extremely fortunate to have had the opportunity to undertake a traineeship through Community Solutions with Endeavour Foundation."



Auslan

Auslan was a hot topic this year, with people across many parts of the organisation reaping the rewards of new skills to communicate and connect.

Notably, Employment Coaches at **Maryborough social enterprise**, Genevieve Gosling and Jessica Dullaway, have never stopped imagining a better future for people we support.

Gen, who went through an experience of hearing loss in 2019, learnt firsthand some of the struggles and challenges that the deaf and hard-of-hearing community deal with daily.

“I want to help end the feeling of isolation, emotion and challenge that comes with hearing impairments by educating myself and others around me, by teaching certain signs like the alphabet or to simply ask ‘how are you today’.

Gen and Jess identified the value in learning Auslan for everyone on site. They knew it would be a better way to communicate with deaf and hard-of-hearing team members (present and future) like John Pendleton.

They arranged for an independent trainer to visit the site across six weeks to conduct a basic Auslan crash course which catered around the site’s operations specifically, being a timber manufacturing enterprise.

With communication barriers removed, Auslan has helped the team provide clear instructions and

improve communication with John. Team members have said they feel less frustrated and more supported in achieving their employment goals.

“The most useful signs within our worksite vary between basic signs, greetings, family, the alphabet, emotions, questions, objects, direction, movement, and operations or safety. We still have so much more to learn, but we have enjoyed the process and seeing the difference in John has lifted our spirits so much,” Gen said.

R U OK?

Thursday 9 September 2021 was R U OK? Day and, with New South Wales and Victoria in lockdown at the time, it was the perfect opportunity to check in our colleagues’ wellbeing. For people we support prioritising their welfare meant rolling out some Thrive Learning activities to provide engagement, motivation and inspiration, and keeping people (safely!) in touch with their Employment Coaches.

In raising awareness of mental health and asking the question, ‘are you really OK?’, we want our teams to understand that their wellbeing matters – that each and every person matters.

Without the people we employ, and the commitment they bring, we couldn’t achieve what we do. Looking after each other is in all our best interests.

RECONCILIATION

CEO, David Swain has worked hard to develop and increase understanding of the importance of reconciliation throughout our organisation.

"I am proud to lead an organisation that is committed to reconciliation..."

Reconciliation requires us to confront inconvenient truths. We need to recognise the impact of colonisation, dispossession, terrible atrocities, entrenched racism, and structural disadvantage introduced by generations of government policy.

We can value and foster our First Nation's people, cultures, and contributions. We can provide opportunities for inclusion. We can address the service gap for First Nations people with disabilities. We can do many things."

While there are many actions we need to take to advance reconciliation, in 2021-22 our initiatives were designed to re-establish key relationships, increase cultural awareness across the organisation, and recognise our Aboriginal and Torres Strait Islander employees.

To that end, we:

- Established a Reconciliation working group, with representation from across the organisation, a reconciliation champion and an executive sponsor.
- Delivered organisation-wide cultural awareness training.
- Appointed an Inclusion and Wellbeing Specialist to conduct a review of HR policies and procedures.
- Identified 14 Aboriginal and Torres Strait Islander local stakeholders and organisations that can support and guide our reconciliation journey
- Recognised the traditional owners of 50 regions where we operate.
- Worked to increase understanding and engagement throughout our teams, by hosting a well-received Town Hall meeting and organising a range of beautiful NAIDOC Week events.
- Updated our Strategic Sourcing Framework to identify and source Aboriginal and Torres Strait Islander suppliers and make a positive choice to work with Aboriginal and Torres Strait Islander owned businesses.
- Used our communication channels to share stories and increase understanding and awareness.



First Nations employees at our Geebung social enterprise - and best friends - Rowan Boyd and Chris Everingham formed a NAIDOC committee, to organise an inclusive event for NAIDOC Week. The committee, which also included First Nations employees Liz Burke, Elonna Almat and Dallas Fitch, designed a fabulous event. With an Acknowledgement of Country, themed foods, face painting, and music, it was an incredible way for the team to share their cultures and spark conversations about reconciliation.



Proud First Nations woman, Norah Sabbo, loves to share her heritage and stories of her family with her teammates. Not only did she participate in NAIDOC Week 2022 by creating a beautiful poster, she also had her talents recognised at NAIDOC Art Week in Mackay where she won \$350 and a Creative Art Award.

DELIVERING

Excellence in service delivery isn't just about dazzling innovation, but about tackling the operational details that can make a huge difference to a person and, over time, to an organisation. That's why our teams are always looking for better, simpler, more effective and more efficient ways to do things, as we focus on the best possible experience for the people we support.

Better systems and training enable us to achieve more, including delivering support for people who lack support funding to achieve their goals, as well as the ability to develop new service models and employment opportunities.

This year that has meant:

A new expense system

Rolling out a new expense management system, that is more streamlined for employees. In the case of support workers, it's meant greater flexibility when it comes to providing people we support with day-to-day access to their finances. There's now no need to hold lots of cash on site, or juggle receipts and submit claims.

Smarter and more streamlined resource planning

Consolidating the organisation's Enterprise Resource Planning systems, gives us a better view of financial performance. It will help us to reduce costs, protect business continuity and minimise operational risks.

Advancing climate control for more comfortable working environments

Delivering new whirly birds (a dome that spins in the wind, creating a vacuum which extracts warm air from the roof cavity) for five services, a new roof, insulation and whirly birds at a further six sites, and heating, ventilation and air conditioning at two services.

Delivering plant and equipment upgrades for more sustainable and successful social enterprises

Including two new shredders at Gladstone and Toowoomba, a new document destruction line at Townsville, a new dust extraction system and fire indicator panel at Maryborough our timber manufacturing site. Mt Druitt completed a warehouse relocation project as a safety initiative to separate the forklift and pedestrian zone and Oakleigh, which is a certified packaging site for Coles and Woolworths, had a new x-ray machine installed ensuring safe packaging of food products.

Carrying out a range of major works to improve service environments

Including bathrooms and a new shed at Gladstone social enterprise training office, bathrooms and a new training kitchen at Gladstone Learning and Lifestyle hub, 14 renovated kitchens in Home and Community sites, 18 renovated bathrooms at Home and Community sites, over \$500,000 in replaced furniture and whitegoods and countless air conditioning replacements.

Replacing 55 fleet vehicles

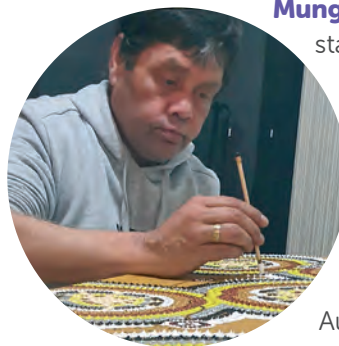
The new vehicles offer increased safety when transporting the people we support, while reducing operational and maintenance costs.

Getting start-ups off the starting blocks

This year, we leveraged our expertise as part of the New Business Assistance program through NEIS (New Enterprise Incentive Scheme), giving 136 participants the confidence to start their businesses.

With a conversion rate of 76%, we worked with people from 21 to 65 years old from various backgrounds, including 65% of people who are living with disability, of Indigenous heritage, are culturally and linguistically diverse, are sole parents or ex-offenders.

NEIS's small team of five have enjoyed a busy and interesting year supporting businesses like The Pet Shack, which creates fashion for dogs, including a range of bandannas warning people that a dog is in training or whether they welcome a pat (or not!). The business has gone on to export snuffle mats to the USA, to provide dogs with enrichment and mental stimulation while looking for treats.



MungeArt is another promising start-up, operated by a successful Indigenous artist, David Weetra, who is involved in delivering art classes for Indigenous youth in the Nao lands (south-western Eyre Peninsula in South Australia), and identifies with Yankunytatjara, Kurna, Nao

and Nurrunga heritage. At a personal level, he's committed to helping Indigenous youth recapture their heritage through art.



You + Me = Maddie + Aaron

Maddie and Aaron participated in the trial of an exciting new support model that Endeavour Foundation has developed utilising the flexible funding now available under the NDIS.

Acknowledging that it can be challenging for anyone to settle into a new workplace, the trial investigated the impact of the right individualised support on creating a rewarding and fulfilling experience for everyone involved.

It facilitates people working in mainstream employment with a dedicated support person on hand, should they need help with anything from team integration to workload management and even making their way to work.

Envisaged as a means of delivering stronger employment outcomes in the mainstream employment market, Maddie says the pilot helped her 'come out of her shell'.

"I've learned skills for Microsoft Teams and Zoom chats. [Aaron] helps me understand certain situations, so my anxiety and stress about big things and little things doesn't turn into worry.

"There's been a lot of advice that has helped me."

SUSTAINING AND STRENGTHENING

As a service provider, we're committed not just to delivering the highest quality support here and now, but to being here for our clients for the long-haul. With that in mind, financial sustainability is more than an organisational concern - it's our absolute responsibility to the 21,000+ people we support.

That long-term vision requires us to take a holistic and strategic approach – maximising our resources to deliver the best mix of direct services and offerings, optimising our operational efficiency (including achieving more than \$1.5M cost savings in this financial year), and bringing donors and supporters with us on this life-changing journey.

Community Services

The growth of our individualised Community Access services has been strong. Over the last six months of 2021-2022, we have met the needs of an increasing number of people, delivering support in the community, and on the client's terms. That includes everything from social and entertainment events, such as bowling, cinema, or grocery shopping, to accessing allied health professionals and day-to-day appointments. Delivered on a one-on-one basis by a support worker, support can be provided for full days or a matter of a few hours.

New programs have been developed in keeping with the interest areas expressed by people we support, and support people to tackle some key skills:

- Living independently
- Personal safety
- Looking after my home
- Looking after myself
- Time to eat
- Stay ready for life

Thrive@Work training programs are now accessible to everyone we support at Learning and Lifestyle hubs and we employ in social enterprises, many of whom use it on a daily basis. Thanks to a grant of \$2,500 from the Deafness Foundation, we have been able to update five of our Thrive@Work videos with Auslan translation, to improve accessibility for people who are deaf or hard of hearing.

Driven to succeed



Year 11 students at **Clifford Park Special School** in Toowoomba are now using a virtual reality (VR) hub to practise driving before getting their licences.

With the support of Arrow Energy and the Gladys Myrtle Brown Charitable Trust, Endeavour Foundation has donated the technology to 18 regional Queensland schools since 2020, to help students develop life skills like how to catch a bus, use an ATM, as well as learning to drive.

When it comes to driving, the technology is designed to boost confidence and support skill development for steering and navigating traffic – giving a taste of the experience of driving, alongside general learning of road rules, with an emphasis on safety. The technology is modelled on a real street in Toowoomba and offers different traffic and weather settings.

From Clifford Park Special School's first VR cohort, 21 students gained a learner licence to drive a car, with reports that it was a life-changing step towards independence for many.

Social enterprises

In the context of COVID-19, the challenges for our social enterprises were significant. However, despite some site closures and other pandemic-related impacts, our hardworking teams completed a notable \$38.9 million worth of production for our commercial partners, a significant and positive improvement on last year.

Sites in New South Wales and Victoria were closed for a period of around two months, in line with government advice and directives, and elsewhere remained open but under strict COVID-safe guidelines.

Throughout this uncertain period, we sought to protect not only our employees, but our commercial relationships and – ultimately – meaningful employment opportunities into the future.

Thanks to key partnerships with organisations such as Hampers with Bite, Mingle and RubbedIn our teams are continuing to kick personal goals, achieve employment goals and meet across areas including production, packaging, food services, commercial sewing and more.

Win-win for commercial partners

Hampers With Bite

Over the year, approximately 14 employees at Kew and 35 at Keon Park social enterprises in Melbourne worked daily to pack 1,618,535 units for Hampers With Bite – Australia’s #1 hamper specialists. These gourmet gift hampers bring joy to anyone who receives them.

Mingle

Mingle has partnered with Endeavour Foundation for more than four years at our Oakleigh social enterprise, also in Melbourne. The partnership has given jobs to a team of 12 employees, who pack 12 different spices into bottles, totalling a whopping 1,500,000 units each year. We value our partnership with Mingle in its mission to create a healthier world.

RubbedIn - Magic Washing Machine Clean

RubbedIn’s Magic Washing Machine Cleaner isn’t just certified Australian-made and owned; it’s also packed in Australia by our Geebung social enterprise team in Brisbane. The small team of eight packs more than 200,000 washing machine and chimney cleaners each year – helping Australia access safe and sustainable cleaning products!

No wasted opportunities

Given the opportunities flowing from national waste-minimisation targets, bringing the potential to create further employment, we’ve also continued to enhance our offering in areas such as document destruction and e-waste, air conditioner recycling and mattress dismantling.

Just one example is the opportunity for Endeavour Foundation to manage Southern Downs Regional Council’s 11 supervised waste facilities, from 1 July 2021.

The contract builds on our existing management of the weighbridge and recycle shop operations at Warwick, Stanthorpe, and the Northern Granite Belt Waste Facilities, providing long term employment prospects.

Improving our service delivery

✓ Wage Assessments completed for all people we support at work

To ensure that everyone has the opportunity to demonstrate their progress, and is appropriately remunerated for the work that they do

✓ All employees transitioned to new NDIS support model for social enterprises

To ensure everyone has the appropriate funding in place for the supports they need.



Fundraising

The fundraising landscape throughout the pandemic was more challenging than ever, but we're proud to say that our supporters recognise the necessity and impact of our work and continue to donate generously to our fundraising activities.

In 2020, we committed to spending \$35 million over three years to build new accessible homes and renovate existing properties in need of an upgrade. Given the pressing need for accessible housing, that pledge was increased to \$45 million, and the My Home, My Life initiative was extended by a year. The fundraising team embraced this challenging target of raising funds to support the construction of much-needed new homes.

In the 2021-22 financial year, despite a tough economic climate, the fundraising team not only met their target, but exceeded it by \$1.1 million.

- The Lotteries division reached some major milestones, including:
 - Their highest ever revenue – a total of \$38.96 million
 - A record-breaking individual lottery, with the Anniversary Lottery closing with \$5.11 million in revenue
 - An overall 8% increase in ticket sales
 - Year-on-year revenue growth in excess of 5%.

- The 2021 Great Endeavour Rally, also left its mark on the record books, raising a hefty \$578,984 on its way through the Simpson Desert - \$200,000 more than when the event was last run in 2019.
- The inaugural HomeRun peer-to-peer fundraising event raised over \$105,000, thanks to the support of corporate partners CBC and Canon.
- A \$500,000 donation from the Brazil Family Foundation kick-started construction on a new home in Centenary Heights, Toowoomba.

We are exceptionally grateful to our supporters, particularly through the challenging times many experienced in this financial year. You make a significant difference to the lives of the people we support.

Community Solutions Group

The Community Solutions Group is a for-purpose human services organisation, which includes Community Solutions, BRACE and – until the completion of their merger this year – TORGAS and SkillsPlus.



In 2021-22 Community Solutions won significant tenders, including Workforce Australia - the new employment service delivered by the Department of Education, Skills and Employment - Transition to Work and Employability Services Training. In doing so, the team are excited to be supporting and partnering with people experiencing hardship and vulnerability, breaking generational joblessness and assisting people to gain meaningful and sustainable employment.



Community Solutions' group training organisation delivered three pre-apprenticeship programs in Townsville and the Sunshine Coast, achieving a 92% Certificate 1 Course completion rate, and exceeding their apprentice/trainee placement targets.



Department of Education, Skills and Employment ranked Community Solutions as the best generalist provider of jobactive – now Workforce Australia - in the CoAct network.



Community Solutions' ParentsNext education and employment program consistently achieved above regional and national averages for attendance, participation and employment outcomes.

BRACE has delivered education and training to Victorians since 1973, but this year the organisation expanded into Rockhampton, Queensland with a Certificate III in Individual Support.

- Despite the impact of COVID-19 on enrolments to key sectors, BRACE maintained impressive completion and employment rates, commenced delivery of traineeships in skills shortage areas, and tailored delivery to meet the emerging needs of students and partner organisations.
 - The National Centre for Vocational Education and Research notes the average completion rate in Victorian Vocational Education is 44.6% with TAFE sitting around 27-32%. BRACE has averaged 85% completion rates for the last three years, and an employment outcome average of 85% within three months of successful completion of the course.
 - While continuing to deliver nationally recognised qualifications for employees we support at Endeavour Foundation, BRACE will also now offer this same service to other social enterprises, creating opportunities for even more people with disability.
- Community Solutions' Specialist NDIS Services include Support Coordination, Specialist Behaviour Support and Psychology services. The team supported over 2,000 NDIS participants during the 2021-22 financial year, with significant growth in behaviour support services.
- The service delivered individually tailored behaviour support strategies for an additional 260 Participants this year – a 41% increase on the previous year.
 - With a strong growth plan in place, Specialist Services is moving towards growth in identified geographies.

Never too late to reimagine your future



Neil Hoskins has been a student of BRACE for the past three years, having been enrolled in Certificate I in Transition Education, and Certificate I and II Work Education at Frankston. His initial goal when he first enrolled was to get out into the community and build on his computer skills.

Neil is in his late 60s and didn't think employment was possible for someone of his age and skill-set.

When he enrolled into Work Education, Neil was required to undertake a work placement. His trainer found him a placement at Tranquil Park horse stables, where he volunteered, assisting the owner with maintenance duties around the park. This job helped build his confidence and kept him motivated, particularly throughout the COVID-19 pandemic. His dedication was demonstrated by taking on any job - big or small - from digging trenches to fixing gates. They soon learned what an asset he was.

In class, the students completed resumes and Neil was able to update his skills, gained through his volunteer experience. While searching for jobs in class, Neil applied for a paid position with a souvenir company based in Carrum Downs. The role was tailor-made for Neil, asking for 'an active semi-retired or retired person to work a few short day-shifts a week'.

Neil was asked in for an interview, which our team prepped him for, and he was asked to start immediately.

The feedback from his supervisor after his first shift was a text message saying what an amazing first day he'd had, and that he was grateful to have him on board. They want to support Neil through further training for his forklift licence, to position him for other opportunities within the company.

After over 30 years of being unemployed, Neil has now gained paid employment in a company close to home, in a job which suits his skill-set and - most importantly - brings him a great deal of satisfaction and enjoyment.

It could not have happened to a nicer or more hard-working man.

Game-changing Grant



Thanks to matched funding from the Gladstone Foundation, we delivered a game-changing upgrade for **Gladstone social enterprise** and a host of new job opportunities for people.

With the revamp including a new van, 24hr-CCTV and security monitoring, a new admin office, a first aid room and Virtual Reality learning hub, the site is future and expansion ready.

And, having now received Triple-A accreditation from the industry body, the National Association for Information Destruction (NAID), the site can now shred the most confidential documents - a service not otherwise available within hundreds of kilometres of Gladstone.

Crucially, this investment hasn't just increased the volume of paper waste being diverted from landfill, it's ensured the sustainability of this 35-year-old social enterprise and valuable employment opportunities.

LESS WASTE AND MORE OPPORTUNITY

In 2021-22, Endeavour Foundation's recycling operations processed over 8,800 tonnes of waste that would otherwise have gone to landfill.



2,183 tonnes
of cardboard



1,461 tonnes
of paper



972 tonnes
of e-waste



335 tonnes
of plastics



64 tonnes
of glass



1,418 tonnes
of metal



over
2,300 tonnes
of general
household goods



e-Waste recycling

As an accredited e-Waste Recycler, we now have three e-waste processing sites in Queensland - Townsville, Redcliffe, and Southport – dismantling nearly 81 tonnes of e-waste per month and providing employment to over 90 people.

Mattress dismantling

We currently operate a mattress dismantling program for the Sunshine Coast Council, and this year deconstructed over 21,600 mattresses.

Air-con recycling

We deconstruct used, de-gassed air-conditioner units from councils and private organisations for recycling at our Cairns, Gladstone and Townsville social enterprises. The units are donated to us and are taken apart, with any salvageable materials sold for re-use – this reduces what goes to landfill and generates income for reinvestment into our social enterprises.

Our impact

These important services deliver a huge environmental impact, provide meaningful employment opportunities, and critical skill development for employees we support to transition to mainstream employment.

ADVOCACY

Government and external relations

Following the resignation of CEO Andrew Donne in August 2021, our organisation was mindful of the risk of losing valuable traction with key stakeholders – a danger for every entity during a time of CEO transition. Thanks to Interim CEO David Blower, members of the Board and senior staff, we were able to continue a high level of engagement on priority issues such as the National Disability Insurance Scheme (NDIS), COVID-19, healthcare, housing and employment.

With the appointment of David Swain as CEO in December 2021, came the opportunity to utilise David's extensive background in community services, quality, safeguarding, healthcare, social housing, workforce and industry development to reset relationships and open new conversations with external stakeholders.

Along with meeting people we support, staff, families and visiting services throughout our geography, David has been actively involved in meetings with state and federal ministers, senior public servants and sector leaders.

Official house openings, state and commonwealth grant acknowledgements, site tours and the launch of new Virtual Reality learning hubs have all provided opportunities for David to share the message that we are listening to feedback, committed to evolution and improvement, and actively growing our impact.

As a steadfastly apolitical organisation, Endeavour Foundation embraced the 2022 campaign for federal election with an open invitation for major political parties and candidates to meet with us and visit our services. This strategy was designed to raise awareness and knowledge of key issues with significant players in whichever parties would go on to form government, along with the new crop of influential cross bench MPs. The same strategy will continue for state elections, ensuring people living with disability have the support of informed elected representatives in party rooms and cross bench seats throughout our geography.

COVID-19

As COVID-19 continued to impact communities worldwide, our government relations activity in the first part of the year was heavily weighted towards influencing better government-led health outcomes for people with disability.

In 2021 we were the first disability service provider to speak with the federal government about COVID-19 vaccination access for people with disability, families and disability sector employees.

At both a federal and state level we worked extensively with policymakers and elected representatives to ensure the health and access needs of people with disability were included in planning and decisions. Key focus areas included worker vaccination mandates, the need for employees to cross lockdown boundaries to provide essential disability support, the ability of people with disability to continue accessing community and employment supports, and the potential for some people to experience serious effects of isolation due to lockdowns.

We also warned governments of unintended policy consequences and consulted with healthcare planning teams to improve the take up of vaccination among people with disability more broadly. As the pandemic evolved, we also asked governments to improve access to vaccinations, health information, PCR testing, Rapid Antigen Tests, personal protective equipment (like masks) and timely hospital care. We advocated alongside sector allies to achieve better results for all people with disability, and supported other organisations with information, vaccine access and equipment when needed.

Sadly, in some areas we found the public health response was lacking, and some public and private health services were unwilling to be flexible to meet the specific access needs of people with disability.

We are grateful to those public health teams who responded to our concerns about the need for better access and worked with us to improve outcomes.

As vaccination rates for people with disability lagged behind the rest of the population we provided advice to the NDIA, Department of Social Services, and Departments of Health (Commonwealth, Victoria and Queensland) on how to design accessible vaccination centres, how to deliver accessible information campaigns, and how best to engage highly independent people living with disability who have little support for access to primary health care.

Human rights in a time of pandemic

While legislators and decision-makers were understandably focused on a context of health protection and pandemic management, we also reminded them of the human rights impacts for

people with disability and called for the same freedoms, rights and access to be made available that other members of the public continued to enjoy.

Fundamental rights such as freedom of movement, freedom of association, the right to family, the right to privacy and the right to work were too often relegated by government authorities, using the rationale that pandemic control and the wellbeing of the wider community should take higher priority than the rights of individuals.

For people living with disability these human rights restrictions included special state regulations applied to supported accommodation that would never be applied to any other private home.

In Queensland, we were able to call upon the support of the Human Rights Act - which includes a commitment to provide appropriate health care - to push for better health care and access. The right to health care is included in the Queensland legislation where it is absent from human rights instruments in the Australian Capital Territory and Victoria. We recognise this right is of particular importance to people living with disability who experience far higher rates of serious health conditions and comorbidity than the broader population.

We continue to develop closer relationships and take up advisory opportunities with health services, encouraging decision-makers to seek and respond to guidance from the disability community in the pursuit of better health outcomes for all people living with disability.

Disability Royal Commission

Endeavour Foundation continues to support the work of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, welcoming the platform it has provided for people to be heard.

During the year, the Disability Royal Commission has heard from people with disability, families and carers, academics, policy makers, employees, advocates, and service providers. We have closely monitored the activities of the Royal Commission and worked to actively promote and engage stakeholders in its important work, examining a range of issues to provide the government with recommendations to prevent harm against people with disability.

We await the Royal Commission's final report in September 2023.

Employment

Our social enterprises continue to maintain an open-door policy, actively inviting elected representatives, advocates and aspiring political candidates - state and federal - to see our work firsthand. This enables our representatives to understand the value of employment for people whose disability has been a barrier to employment.

Some MPs have taken the extra step of introducing us to local businesses, industry groups or government bodies, laying the groundwork for new partnerships and a new world of mainstream employment opportunities. We look forward to reporting the fruit of these growing relationships.

However, for many social enterprises, it was a tumultuous year. Some significant providers, under financial pressure, entered voluntary administration or sought financial support from the government to continue operating. At the same time, others have found it difficult to obtain commercial contracts that allow a sustainable margin.

In this context, we remain closely involved in the Fair Work Commission Supported Employment Services Award 2020 review, along with National Disability Services and other specialist disability employment providers. Together, we have asked for award changes that support a more inclusive experience for employees.

Endeavour Foundation remains committed to supporting employees who work in our social enterprises as one of many options on a continuum of employment services to meet the needs of different people. We look forward to continuing to raise community awareness of the importance of inclusive employment opportunities in the year ahead.

MY HOME MY LIFE



Demand for Specialist Disability Accommodation is still outstripping supply, creating a hugely stressful situation for thousands of people with disability Australia-wide.

Having the choice to live independently and with whom you choose should be a basic right for everybody - that's why we're continuing to push ahead in our drive to tackle Australia's accessible housing shortage.

This year, we:

- completed six new builds
- brought a further seven homes to base stage

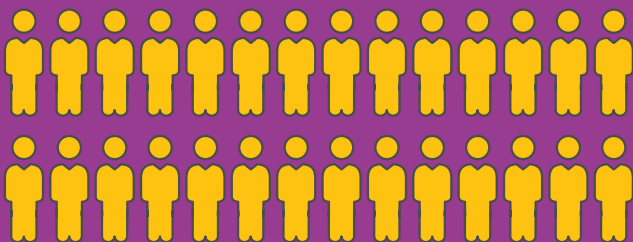


ultimately delivering new homes for 52 new and existing clients.

We also completed:

- 16 refurbishment projects across our existing properties

creating a comfortable, modern home environment for a further 28 people.



Home sweet home

Just two weeks after our 70th anniversary milestone, we celebrated the completion of the first homes to be built as part of the My Home, My Life initiative – in Toowoomba.

Each custom-designed home includes sustainable features, such as solar hot water, solar panels and assistive technology.

All our homes meet the platinum standard of Liveable Housing Australia Guidelines and are thoughtfully located as close as possible to key services and community amenities, and within a 5km radius of Endeavour Foundation work and community services.

In August 2022, three lifelong friends Keith Perry, Robert MacKenzie and Frank Jensen – who met at school in the 1970s – moved into their brand-new fully-accessible home in Mackay, along with a close mate John MacKenzie, in a heart-warming handover.

The home features a fishpond, a mandarin tree and a special wooden sitting bench built in memory of their friend Bill "The Legend" Pascoe, which was a great surprise for the awesome foursome. The \$1 million home exceeds accessible housing standards, with assistive technology and built-in help alarms, to ensure the men can live as independently as possible.

It is just the first of three new houses we are building in Mackay, to help answer the dire housing shortage for people living with disability in the region.

Our My Home My Life initiative remains the largest investment in accessible housing we've made in our 71-year history and represents our contribution to solving Australia's accessible housing shortage.



For Stephen Dunstan and his long-time friend William Osborne, having Queensland Housing Minister Hon Leeanne Enoch MP unveil their new home wasn't quite as exciting as what lay on the other side!

Keen to get across the threshold and put big Lego plans into action, the Brisbane duo couldn't wait to jump into their new home, and enjoy all that their new home has to offer.

This beautiful home in Acacia Ridge was completed in December 2021, ready to host the monthly BBQ for everyone who lives in Supported Independent Living homes in the area.

But My Home, My Life isn't just about superb patio areas (although they certainly help!) it's about giving people the opportunity to live where they feel comfortable, and with people whose company they enjoy.

We don't think it's too much to ask.

Housing

At a time when housing affordability and supply is central to the national conversation, our My Home My Life initiative has continued to gather pace and deliver impact.

We have proudly celebrated openings for these beautiful accessible homes throughout Queensland, engaging with local community members, families, disability sector colleagues and elected representatives from local, state and federal government.

We have made the most of these opportunities to share our vision and purpose, ensuring people living with disability and family carers have a central role in sharing what matters most to them about independent living, and how moving out of home and into a new living space can be the catalyst for greater personal growth.

No report on housing would be complete without mentioning the important role of local government in helping us to identify suitable pieces of land and work with town planning requirements, such as in Mackay and Toowoomba.

Some councils have also identified that their town planning requirements create a blockage for organisations trying to build new disability support housing and meet the needs of all community members, for example in Noosa on the Queensland Sunshine Coast. We applaud their efforts to acknowledge this problem and work with their communities to remove barriers and ensure people with disability are included in their local communities.

GOVERNANCE

Our corporate governance framework

Endeavour Foundation recognises its responsibility to maintain corporate governance practices that are robust, accountable and of a standard that meets the expectation of our stakeholders.

Policy statement

The platform of good corporate governance is an effective, accountable, and ethical decision-making process focused on pursuing our corporate objectives. This is defined in the Endeavour Foundation constitution and embraced within our business strategy.

Legal Structure

Endeavour Foundation is a public company limited by guarantee, with members rather than shareholders. Anyone 18 years or older who supports Endeavour Foundation's objectives may apply for membership. Bodies corporate may also apply for membership.

Registered NDIS service provider

As a registered NDIS service provider, our governance structures are aligned with NDIS registration requirements overseen by the NDIS Quality and Safeguards Commission (NDIS Commission).

Legislative compliance

Policies, procedures and operations all adhere to legislated disability service, employment, training and education standards and frameworks. They are reviewed regularly to ensure they are relevant and appropriate to the current needs of the people we support.

Endeavour Foundation membership

Our members are mainly the family members and carers of past and present people we support and share an interest in issues affecting the lives of people with disability. Members are entitled to vote in the annual Area Committee elections. Members are encouraged regularly to provide feedback on the effectiveness and appropriateness of services by talking directly to staff or via feedback channels.

Board of Directors

Endeavour Foundation is governed by a Board of Directors both elected and appointed. Our constitution stipulates that we must always have more elected Directors (who are generally people with lived experience) than appointed Directors. They provide a balance of corporate expertise and lived experience of disability.

Following the constitution's requirements, the Board meets at least six times yearly. All directors volunteer their time and receive no remuneration. Processes and decisions taken at Board and Committee meetings are guided by the directors' Code of Conduct and Conflict of Interest policy.

To assist in executing its responsibility, the Board forms the Nominations, Remuneration & Governance Committee, Client Service Committee, Audit & Risk Committee and the Information & Communication Technology Committee.

National Council

Established in February 2014, the National Council consists of the Chair and one elected member from each Area Committee. It has a national, consultative focus allowing additional stakeholders to provide input to the direction of Endeavour Foundation. It ensures that the interests and concerns of each Area Committee are represented at a national level.

Area Committees

Endeavour Foundation has 10 Area Committees in Queensland, New South Wales and Victoria, with up to 12 members each. Other than current staff or former staff who Endeavour Foundation has employed within the last 24 months, all Endeavour Foundation members are eligible for election and appointment to Area Committees.

Each Area Committee may nominate one of its members at the annual election of Elected Directors. All members of the Area Committees vote for Elected Directors to the Endeavour Foundation Board as part of the annual election process.

By working consistently to raise awareness with councils, local MPs, senators and candidates throughout the year, our Area Committee members build and maintain strong community relationships, a vital role to achieving Endeavour Foundation's goals on behalf of the people we support. We are grateful for the support of members who engage

political representatives at a deeper level. This work yields incredible results, by increasing awareness of the challenges that people with disability face in local communities. This activity often requires taking time away from work and caring commitments, and we appreciate the effort invested by our volunteer committee members.

Support Groups

Endeavour Foundation works with a number of local groups representing families and interested stakeholders around the state. These groups have close links to their Area Committee and provide support and information access for families

Internal Audit

Under the auspices of the Endeavour Foundation Audit & Risk Committee Charter, the Internal Audit function is granted independence in its role to allow it to fulfil its responsibilities. The Internal Audit program strongly focuses on governance, internal control, and risk and compliance issues. Implementation of the program is subject to ongoing review by the Audit & Risk Committee.

Internal Audit reviews are designed to assist management in developing improved practices and procedures and to assure the Audit & Risk Committee and Executive Management Team that the internal control environment is adequate and operating effectively.

Audit & Risk Committee

The Board of Directors Audit & Risk Committee oversees the organisation's risk management framework, strategies, practices and activities. It reviews Endeavour Foundation's risk profile and ensures all organisational risks are identified and addressed.

As part of our commitment to continuously improving our risk management practice, our Risk Appetite Statement, Risk Management Framework, policies and procedures are regularly reviewed and updated.

Client Services Committee

The Board of Directors Client Services Committee oversees the continued development and provision of quality services to meet the needs of people with disability. It is also responsible for overseeing and monitoring the complaints and abuse investigation process.

Concerns and complaints

Endeavour Foundation acknowledges that we have an essential responsibility to assist and empower people to be aware of and act on their rights.

We provide people with accessible information about raising concerns or making a complaint to Endeavour Foundation's Customer Safeguarding team, to an external Whistleblower Service (BDO), NDIS Quality and Safeguards Commission or the Disability Royal Commission.

Our Whistleblower Policy offers a confidential and protective framework so that people can report alleged improper or corrupt conduct about any aspect of the organisation's services without fear of reprisal. The policy intends to encourage and enable employees and others to raise concerns over such incidents to address and correct the situation.

Continuous improvement

Endeavour Foundation continues to demonstrate a high level of commitment in all service operations to the principles of the National Standards for Disability Services (2013), Human Services Quality Framework (Queensland 2019) and the National Disability Insurance Scheme (NDIS) Practice Standards (2018).

We maintain over 70 accreditations, certifications, and authorisations for our social enterprises, education and training services, lotteries and fundraising activities, such as the Therapeutic Goods Act, Forest Stewardship Council standards, Group Training Organisation National Standards and Gaming and Liquor Regulation.

Our internal audit instruments and external third-party audit certifications demonstrate this commitment and adherence to related Disability Services Standards.

Supported by Endeavour Foundation's Quality Management System, all stakeholders are encouraged to participate in the continuous improvement process by identifying suggestions for practice changes, improvements, and innovations.

CURRENT BOARD OF DIRECTORS



Richard HAIRE

Endeavour Foundation thanks Richard Boys, who retired from the Board on 15 July 2021, as well as Dr Paul Currie and Rodney Schulz, who retired on 22 November 2021. Each director made a significant contribution over their years of service, and their strategic insights were valuable. We also thank Max Voigt for his directorship from 22 November 2021 to 9 August 2022.

The Board welcomed Robyn McGuiggan on 22 November 2021 and looks forward to her ongoing leadership.

Richard Haire *BEcon, Grad Dip Corp Mgt FAICD*
CHAIRMAN

Appointed to the Board 4 October 2018

Richard's career has spanned accountancy, merchant banking, finance, chief executive and global executive roles, in primary production, agricultural marketing and commodity companies.

Richard was CEO of Queensland Cotton from 1990 until 2007 when it was acquired by a Singapore-based international commodity company Olam International. Following the acquisition, Richard assumed the role of Managing Director and Regional Head, Australasia for Olam. He was appointed to Olam's global Executive Committee, and was subsequently appointed Chair of the company's Investment Committee and a member of the company's Corporate Social Responsibility and Sustainability Committee.

In 2012 Richard resigned from full time executive work and was appointed to the BOQ Limited Board of Directors, Reef Casino Trust in 2013 (where he is now Chairman) and BEC Stockfeed Solutions in 2014. In October 2016 Richard was appointed Chairman of the Australian Cotton Research and Development Corporation, a joint venture between the cotton growers of Australia and the Federal Government.

Richard completed a Diploma of Corporate Management at the Graduate School of Management in Sydney in 1987 and in 1999 attended IMD at Lausanne and completed the seminar for Senior Executives.

Richard is a Fellow and Past President (Queensland Division) of the Australian Institute of Company Directors.



Yvonne KEANE



Scott ELLIS



Elizabeth JAMESON

Yvonne Keane AM

DEPUTY CHAIR

Appointed to the Board 25 June 2014

Yvonne is the CEO of Reimagine Australia, formerly known as Early Childhood Intervention Australia (ECIA), the peak national body promoting the interests of children with a disability or developmental delay. She is also the Chair of The Sanctuary – The Hills Women’s Shelter and sits on the NSW Council for Women’s Economic Opportunity.

Yvonne is an award-winning TV producer, founder of SugarBaby Cosmetics, magazine columnist and TV presenter. She has also served as a Councillor and the Mayor of The Hills Shire Council.

Yvonne’s life changed with the birth of her first child, Asher, who has a hearing impairment. In 2009, Yvonne founded the Hear the Children Early Intervention Centre, which provides life-changing early intervention to hearing-impaired babies and preschoolers. Her outstanding contribution has been recognised with several awards from her local community, the New South Wales Government and the United Nations.

Scott Ellis

BBus, ASA, AAICD

Elected to the Board 22 November 2013

Scott has a background in the commercial and corporate finance industry, dealing with many diversified industries for over 20 years. Scott is now CEO of a small property consulting business. He has both an older brother and brother-in-law with a disability and has been around the Endeavour Foundation community for over 40 years.

Having been raised in Cairns, Scott is acutely aware of the difficulties faced in regional areas in obtaining much-needed supports and is passionate about ensuring that people with disability have the best opportunities available for a happy and full life.

Elizabeth Jameson AM

BA Law (Hons), BA (Japanese), LSDA, FAICD

Appointed to the Board 13 October 2020

Elizabeth founded respected national governance consultancy, Board Matters, almost 20 years ago, in 2002. This followed on from a successful 15 year career as a corporate/commercial lawyer, including as a partner of a national law firm. She is also a highly respected facilitator of high level governance programs having spent over 15 years facilitating leading national and international programs for the Australian Institute of Company Directors.

Elizabeth has had an active portfolio of directorships over the past 30 years. She is presently President and Chair of RACQ, Chair of Queensland Theatre and a member of the Boards of two philanthropic trusts, John Villiers Trust and Pinnacle Foundation (also as Deputy Chair).

Elizabeth is welcomed back to the Endeavour Foundation Board after serving as a director from 1992 to 1997. She is also a Life Member with a prior and longstanding family history (through her parents) with Endeavour Foundation dating back to its formation.



Beverley KNOWLES



Robyn MCGUIGGAN



Pedro MENDIOLEA

Beverley Knowles

BA, DipEd, MMktg, FAICD

Elected to the Board 20 November 2017

Beverley's career focus has been on marketing, communications and stakeholder management. She has managed change and led complex projects across the public and private sectors, in diverse areas including health, education, philanthropy, governance, branding, community engagement and client relationship development.

Beverley's commitment to improving opportunities for people with disability began with her appointment to the board of Network Q, Victoria in 1999. She joined the board of VATMI industries in 2005 before becoming chair of the Victoria Area Committee of Endeavour Foundation in 2013, a position she still holds.

She also has experience as a secondary teacher, as a CEO and as a board member of both for profit and not for profit organisations for over 20 years.

Beverley currently chairs the Eastern Metropolitan Regional Council of Victoria's Adult, Community and Further Education Board and is a director of the Australian Centre for Heart Health.

Robyn McGuiggan

PhD (Marketing), MCom, BSC (Hons), FAICD

Elected to the Board 22 November 2021

Robyn's career has focused on supporting people to reach their full potential, primarily through education. For the past 24 years Robyn has held numerous senior executive positions at universities across Australia, as well as serving on the boards of various organisations in the arts, health and community sectors. Robyn has chaired Endeavour Foundation's Far North Queensland Area Committee since 2019.

Robyn has also dedicated considerable energy to her volunteering efforts, raising money for the Cerebral Palsy Alliance, leading a volunteer group to establish a vacation childcare program at a not-for-profit childcare centre, and delivering strategic support for a country bowling club.

Since retiring, Robyn has been able to devote even more time to supporting Endeavour Foundation; passionate about ensuring the people we support can reach their life potential, she's committed to making sure the organisation remains in a financial position to continue our important work.

Robyn's sister was supported by Endeavour Foundation for more than 10 years, and her parents and husband are members and have served on various Area Committees.

Pedro Mendiola

BE (Hons) GDMgt, MIEAust, RPEQ, CPEng

Elected to the Board 22 November 2013

Pedro is an Associate Director in the professional services company AECOM Australia and has worked for over 30 years in civil and water infrastructure in both private practice and Government. He is a member of the North Queensland Area Committee of Endeavour Foundation.

He contributes much of his free time as a volunteer and is currently President of a North Queensland cultural organisation and member of the Australian Water Association (AWA) Regional Conference Committee.

His sister Ana is a long-term person we support at Endeavour Foundation.

CURRENT EXECUTIVE LEADERSHIP TEAM



David SWAIN

CHIEF EXECUTIVE OFFICER



Bradley CAMERON

CHIEF STRATEGY OFFICER



David BLOWER

CHIEF FINANCE OFFICER



Eric TEED

EXECUTIVE GENERAL
MANAGER WORK



Kirrily BOULTON

CHIEF OF STAFF
& CORPORATE AFFAIRS



Leanne RUTHERFORD

EXECUTIVE GENERAL
MANAGER HOME
& COMMUNITY



Shannon RICHARDS

CHIEF PEOPLE OFFICER



Tom MANGAN

EXECUTIVE GENERAL
MANAGER COMMUNITY
SOLUTIONS GROUP

In an ever-changing world, with a breadth of organisations offering both disability and employment support, it is as important as ever to keep pace with change – to move forward with our declared and unflinching purpose of making possibilities a reality.

Thanks to our employees, we can live our values and deliver on our potential. With an executive team committed to leading us into the future, our employees are guided and supported daily in our goal to provide exceptional service to the people we support.

In August 2021, CEO Andrew Donne retired after almost two decades of service, and our then Executive General Manager of Finance David Blower was appointed Interim CEO. On 13 December 2021, David Swain took over as CEO, prepared to build on our proud history. David has a track record of

growing sustainable organisations with a strong focus on capacity building and connection to purpose, positively impacting the lives of those in need, whether arising from health crisis, disability, age, family violence, or lack of access to stable housing or social support.

Brendan Klasen, Executive General Manager ICT and Steve Waters, Executive General Manager Sales & Marketing also left the organisation this year.

Meanwhile, Leanne Rutherford and Kirrily Boulton were appointed to the executive leadership team in 2022, as Executive General Manager Home & Community and Chief of Staff & Corporate Affairs, respectively.

FINANCIAL OVERVIEW

The consolidated annual financial statements of the Endeavour Foundation Group for the financial year ended 30 June 2022 comprise Endeavour Foundation ("the Company") and its controlled entities, referred to collectively as "the Group". A brief summary of the Group's annual financial statements is presented below.

The Group recorded an operating deficit for the current financial year of (\$7,274,000) compared to an operating surplus of \$29,627,000 in the previous year. This operating deficit in the current year was recorded primarily due to the following factors:

- 2021-22 continued to be impacted by COVID-19 government mandates and putting the health and wellbeing of our clients and employees first. The opening of the Queensland borders in December 2021 saw a significant impact on operations with services and revenue reduced by forced closures. Victoria and New South Wales were impacted further by more restrictive State Government mandates. Unlike prior years (FY21 \$19.2m) there was no Federal Government support offsetting the lost revenue and increased costs;
- a further decline in the operating results from Service Delivery due to decreased revenues and increased operating costs as a result of the ongoing forced COVID-19 closures and restrictions placed on normal service delivery, particularly in the Home portfolio, which is experiencing reduced margins as a consequence of the revised pricing structures for the delivery of Supported Independent Living (SIL) services;
- the recognition of a once-off lump sum funding amount of \$5,448,000 from the NDIA in respect of additional COVID-19 related costs, above those already covered by revenue from the NDIS, incurred in the 2021/22 financial year for the purposes of providing relevant reasonable and necessary supports. This once-off lump sum funding only partially covered the additional costs incurred of \$10,873,000;
- a decline in the operating surplus from the Community Solutions Group entities during the year, due to reduced caseloads of the job search and employment placement activities from the COVID-19 peaks experienced in the previous year, the run-off of contracts in the final quarter of the current year and a consolidation of the business following the business redesign process that was undertaken in the prior year;

- reduced operating results from the Sales & Marketing division, due to lower contributions from the Prize Home and Ultimate Lifestyle lotteries and general fundraising activities and increased operating costs;
- increased corporate costs associated with the ongoing COVID-19 safety measures and the implementation of improved IT security management systems and compliance projects;
- a significant charge in respect of estimated wage remediation costs of \$5,000,000; and
- the Group continues to be well placed with multiple, diverse revenue streams and sources of cash.

The Group's net deficit for the current financial year, after recognising income from non-operating items of \$2,310,000, was (\$4,964,000). The income from non-operating items in the current period included gains on the disposal of properties of \$287,000, a significant bequest of \$1,446,000 and non-recurrent government capital grants of \$577,000. In the previous year the Group recorded a comparative net surplus for the year of \$30,209,000 after recognising non-operating items of \$582,000, comprising gains on the disposal of properties of \$349,000 and non-recurrent government capital grants of \$233,000.

Financial highlights during the year

Income Statement

Operating revenues decreased in total by \$18,181,000 or 5.5% compared to the prior year. This decrease was partly due to the receipt of extra subsidies under the Federal Government's JobKeeper program in 2020/21 which were not replicated in the current period, instead partially offset by an additional National Disability Insurance Agency (NDIA) one-off provider payment recognised in the current period. Removing the impacts of these two abnormal revenue streams, there was a modest \$2,850,000 or 1% increase in revenue in the current period. Sales of good and services and recurrent National Disability Insurance Scheme (NDIS) revenues at \$215,568,000 increased by \$4,875,000 or 2.3%, compared to \$210,693,000 in the prior period, which was supplemented by an increase in revenues from fundraising activities of \$2,912,000, offset by a \$5,380,000 decrease in Federal Government subsidies, as more services transition to the NDIS.

Despite the transition to the NDIS, the Group continues to rely in part on both the Federal and State Governments to help fund the services it provides to its customers, with government subsidies, excluding JobKeeper subsidies, representing 12.4% of total operating revenue (2021: 13.2%). Government subsidies decreased marginally to \$39,053,000 compared to government subsidies of \$43,954,000, excluding the JobKeeper subsidies, received in the prior period.

Operating expenses increased by 6.2%, or \$18,720,000 to \$322,653,000 for the year, due in part to increased costs associated with the delivery of services at COVID-19 impacted sites. These included the cost of COVID-19 safety measures, and an increase in the cost of goods sold as employment services returned to more normal operations following their COVID-19 closures. A significant charge in respect of estimated wage remediation costs of \$5,000,000 was also recorded. In the prior period, Jobkeeper wages top-up expenses of \$7,261,000 were incurred, which was not replicated in the current period. Removing the impacts of the wage remediation cost in the 2021/22FY and the Jobkeeper wages top up expense in the 2020/21FY, total operating costs increased by \$20,981,000 or 7.1%.

The resultant gap between the (5.5%) decrease in revenues and the 6.2% increase in expenses flowed through to record an operating deficit for the year of (\$7,274,000).

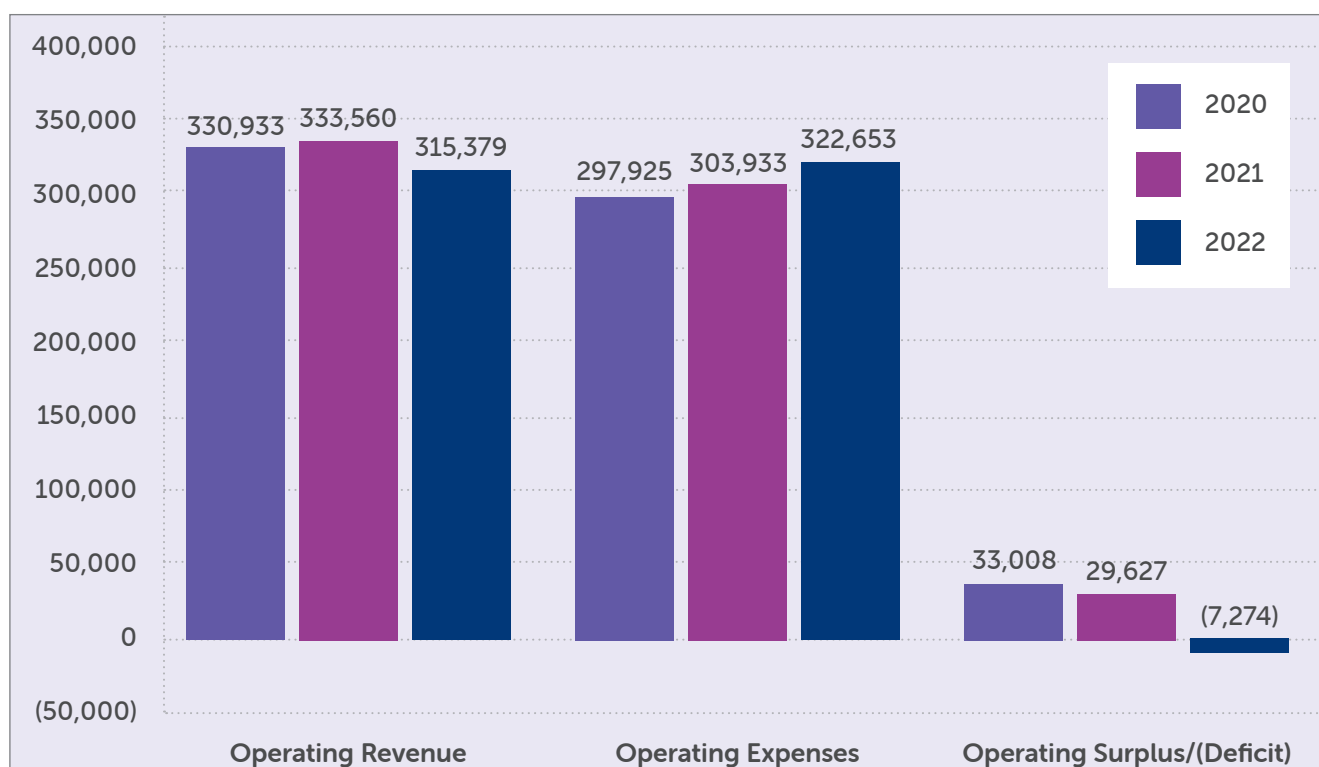
A significant bequest of \$1,446,000, together with non-recurrent government capital expenditure grants and gains on disposal of surplus properties of \$864,000 (2021: \$582,000) continue to provide an important cash supplement for capital asset acquisitions and improvements. However, the total capital expenditure spend on property was \$12,974,000 (2021: \$21,081,000), leaving the majority of the capital infrastructure spend to be funded from internal cash reserves

The inclusion of these non-operating revenues resulted in a net deficit of (\$4,964,000) for the year (2021: Net surplus of \$30,209,000)

Balance Sheet

The Group is in a sound financial position at 30 June 2022, with healthy bank balances and no interest-bearing debt, other than lease liabilities. It continues to maintain and grow a strong balance sheet with current assets exceeding current liabilities by \$62,040,000 at balance date (2021 Net current assets of \$76,581,000).

3 Year Operating Results (\$'000)



The year-end cash balance of \$69,337,000 includes quarantined cash of \$3,450,000. The quarantined cash balance represents revenue received in advance which is available for draw down only once the services have actually been delivered.

The balance sheet remains strong with total equity decreasing by (\$5,372,000) to \$202,404,000, reflecting a combination of the effects of the net deficit for the year and items of other comprehensive income related to the investment portfolio and the non-cash actuarial adjustment from the defined benefit fund, recognised directly through retained earnings.

Cash Flow Statement

Net cash utilised by operating activities for the year was (\$4,228,000) (2021: net cash provided of \$20,364,000), due largely to the effect of the net deficit for the year and movements in working capital funding requirements.

Net cash utilised by investing activities at (\$18,819,000) (2021: (\$24,980,000)) reflects a continued, but paired back, cash spend under the "My Home, My Life" initiative, as well as cash spends on other plant & equipment.

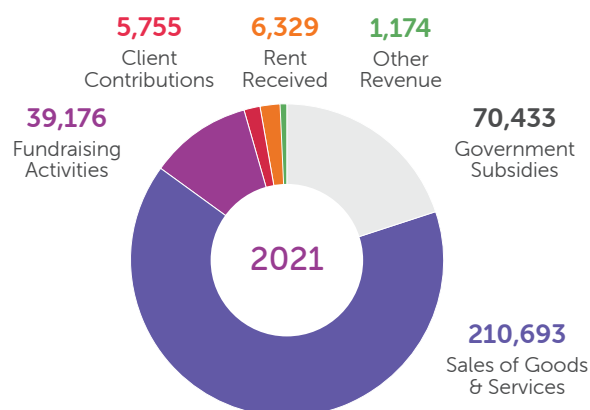
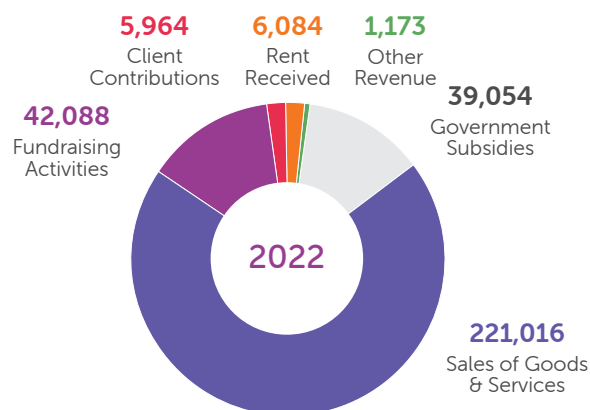
The net cash utilised by operating activities of (\$4,228,000), together with the net cash spend on investing activities of (\$18,819,000) and the net cash spend on financing activities of (\$1,806,000), resulted in a (\$24,853,000) decrease in the cash and bank balances for the year, to record a closing cash balance of \$69,337,000 at period end.

The accompanying graphs and tables provide a financial overview of Endeavour Foundation Group's operating results and its financial position at 30 June 2022.

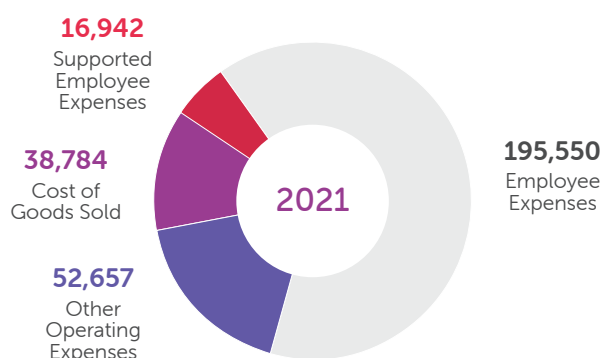
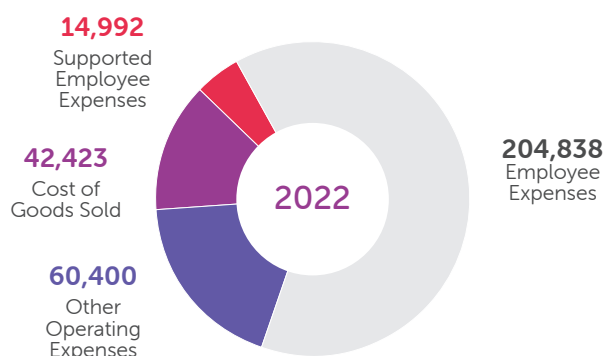
Audited Financial Report

The audited statutory Annual Financial Report of the Endeavour Foundation Group for the year ended 30 June 2022 is available as a separate document to members upon request and without charge by phoning 07 3908 7100 or can be downloaded from www.endeavour.com.au.

Operating Revenue (\$'000)



Operating Expenses (\$'000)



FIVE YEAR SUMMARY FINANCIAL PERFORMANCE

	2022 \$'000	2021 \$'000	2020 \$'000	2019 \$'000	2018 \$'000
Operating Revenues	315,379	333,560	330,933	296,945	286,090
Operating Expenses	(322,653)	(303,933)	(297,925)	(291,770)	(285,142)
Operating Surplus/(Deficit)	(7,274)	29,627	33,008	5,175	948
Government capital expenditure grants and other capital donations	577	233	330	201	664
Significant bequests	1,446	-	-	9,253	-
Gain on sale of properties	287	349	3,105	1,154	807
Net surplus/(deficit) for the year	(4,964)	30,209	36,443	15,783	2,419

FIVE YEAR SUMMARY FINANCIAL POSITION

	2022 \$'000	2021 \$'000	2020 \$'000	2019 \$'000	2018 \$'000
Assets					
Current assets	112,720	122,901	130,940	89,675	74,954
Non-current assets	145,085	135,503	117,358	111,197	101,435
Total Assets	257,805	258,404	248,298	200,872	176,389
Liabilities					
Current liabilities	50,680	46,320	66,516	56,083	47,119
Non-current liabilities	4,721	4,308	5,486	4,119	4,345
Total Liabilities	55,401	50,628	72,002	60,202	51,464
Net Assets	202,404	207,776	176,296	140,670	124,925



ANNUAL REPORT 2021 - 2022

EASY READ

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Introduction

This is our annual report.

Our annual report says what we did in 2021 and 2022.



The cover of the annual report was painted by Mya Wilson.

Mya is an Endeavour Foundation employee.



She calls this artwork "Joy".



About us

Endeavour Foundation supports people with disability.

We support people in Queensland, Victoria, and New South Wales.

Acknowledgement of Country



Acknowledgement of Country



We acknowledge Aboriginal and Torres Strait Islander people as the traditional owners of Australia.

They were the first people to live in Australia.

We acknowledge their connections to land, sea, and community.

We also pay our respects to Elders past and present.

Reconciliation

This year we made a promise to First Nations people.



First Nations people are Aboriginal and Torres Strait Islander people.



We promised to work on our Reconciliation Action Plan.

We made the plan because we want to listen and learn from First Nations people.

People we support

A quick look at 2022



We support a lot of people each year.

We have lots of different services.

We see people in lots of different places.

Here's a summary of the support Endeavour Foundation provided in 2021 and 2022:



Over 600 people were supported to live independently.



Accommodation at Endeavour Foundation is for people with disability.



We want people to live in beautiful and safe homes.



Over 1,700 people were supported to work at Endeavour Foundation.

Employees at Endeavour Foundation do lots of different things.



Some jobs include building, packing, and shredding.



Over 1,170 people were supported at Learning and Lifestyle hubs.

People learn many skills at the hubs.



For example, computers, music, cooking, dancing and artwork.



Over 11,000 people were supported to find employment.

We support people in learning new work skills.



For example, how to use a computer or what to do in meetings.



We helped over 200 people start a traineeship or apprenticeship.

This means people are learning skills for a new job when they are working.

Over 1,200 people were supported in the community. For example:



- Shopping



- Transport



- Visiting family or friends.

Disability Research Fund

Research is important to Endeavour Foundation.



Our Research Fund helps University experts who want to look into ways the community can be better for people with disability.

This year, University experts looked at how people with disability contribute to our community.



People shared their answers with photographs and told their stories.



They took photos of what made them happy.



Endeavour Foundation employee Ben McLaughlin takes lots of beautiful photos.

Ben shared his story and photos with the University experts.



The University held a PhotoStory exhibition to show what made people happy.

Ben shared his photos of the Milky Way.

My Home My Life



My Home My Life is a very important project.



It is about building homes.



We want homes to be modern.

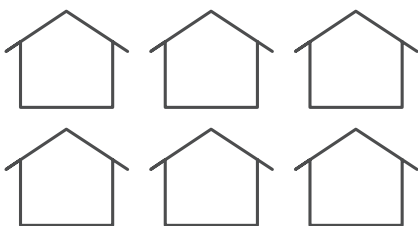
In 2021-2022 we:



- Made 16 homes better.



- Built 7 new homes.



We plan to build more homes for people we support.



Mother's Day Harvest

We grow flowers every year in Bundaberg for Mother's Day.

We do this to raise money and help people with disability to:

- Find employment
- Learn new skills
- Live more independently
- Be active in the community



This year we raised \$85,700.



We also got a new tractor.

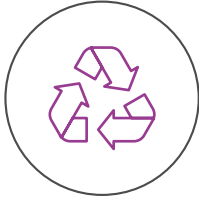


Thank you to our volunteers who picked the flowers and the people who bought flowers for Mother's Day.

Environment



The environment is important to us.

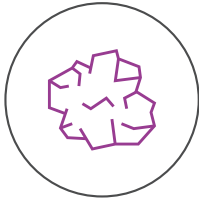


One way we help the environment is to recycle.

This year we recycled:



- Over 2000 tonnes of cardboard



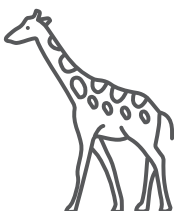
- Over 1,400 tonnes of paper



- Over 300 tonnes of plastic



- Over 60 tonnes of glass



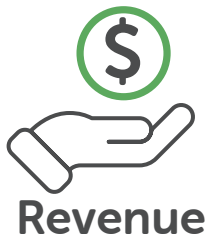
How much does a tonne weigh?
One tonne is as heavy as a giraffe.



Money

Our Annual Report also tells you:

- how much money we earned
- how much money we spent last year.



Revenue

How much money we earned:

\$317,689,000

That is more than \$300 million.



Expense

How much money we have spent:

\$322,653,000

That is more than \$300 million.



Deficit

This year we spent more money than we earned.

We spent almost \$5 million more.

We paid for this from money we saved in other years.



Thank you

Lots of organisations support the work we do.

Lots of people help and volunteer with us.

Families also help us to provide better support.

We want to thank you all for being part of the Endeavour Foundation family.



More information

The annual report has many stories about people who are doing great things.

You can find some of their stories and photos at the front of this Annual Report.



It is not in easy read format.

If you have a question our staff can help you.



Contact us



Email

hello@endeavour.com.au



Call

1800 112 112



Write

PO Box 3555, Tingalpa DC QLD 4173



THANK YOU

Endeavour Foundation recognises and warmly thanks the organisations, trusts, foundations, businesses and individuals that have supported our work through grants, fundraising and in-kind support.

Corporate partners, sponsors and supporters

Aon

Aileen Trace and all the supporters in the Biloela region

Audience Group

Arrow Energy

Brazil Family Foundation

Brisbane Broncos

Campfire

Canon

CBC

Companion

DJ Sommer Homes and Sterrantino Developments

Edmen

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Interior Motives and Kate Cooper Interiors

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Redback Technologies and Open Electrical

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Strategic Grants

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The Gladstone Foundation

TFS

UV4X4

Vaxa Analytics

7CSSB

Grants, Trusts, Foundations, Estates and generous supporters

CoAct

Federal – Department of Education, Skills and Employment (DESE)

Flannery Foundation

Kym and John Walsh

Queensland Department of Employment, Small Business and Training (DESBT)

State – Department of Employment, Small Business and Training (DESBT)

TAFE Queensland

Thanks also to participants in our fundraising events

Home Run

Larapinta Adventure, Rob Gillian and Sam Rogers

Melbourne Cup Luncheon

One Day Rally Participants

Tax Appeal for My Home My Life

The Great Endeavour Rally 2022

HOW YOU CAN GET INVOLVED

Write to us

PO Box 3555, Tingalpa, DC Qld 4173

Email us

hello@endeavour.com.au

Call us

1800 112 112

Visit our website

endeavour.com.au

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